

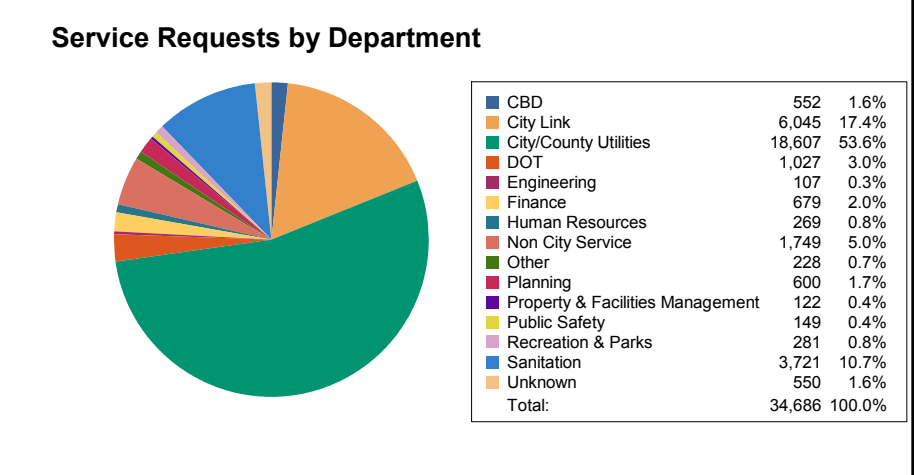
CityLink Dashboard Report

January 2017

	<u>January</u>	<u>December</u>
Total # Inbound Calls Handled:	28,948	26,278
Total # Service Requests Created:	34,686	31,270
Total # Outbound Calls Handled:	6,720	5,608
Total # of Agents:	23	22
Average # of Calls Per Agent:	1,551	1,313
Average Length Call Per Customer (Minutes):	4	4
Average Hold Time Per Customer: (Minutes):	< 1	< 1
Total Open Requests @ End of Month:	1105	1178

	<u>January</u>	<u>December</u>
Web Requests:	397	328
CityLink 311:	5,694	4,117
Chats:	79	70
See Click Fix:	86	99

Service Requests by Location	Created	Open
EAST	2,930	132
General Inquiry-Ward Not Specified	11,746	5
NORTH	2,236	99
NORTHEAST	2,933	146
NORTHWEST	1,648	115
SOUTH	2,507	140
SOUTHEAST	2,847	117
SOUTHWEST	1,807	115
UNINCORP	4,659	135
WEST	1,373	101
	34,686	1105



Number of Service Requests By Ward

	<u>EAST</u>	<u>NORTH</u>	<u>NORTHEAST</u>	<u>NORTHWEST</u>	<u>SOUTH</u>	<u>SOUTHEAST</u>	<u>SOUTHWEST</u>	<u>WEST</u>
CBD	75	50	73	27	56	76	28	11
City Link	52	29	45	34	27	21	24	31
City/County Utilities	2,089	1,664	2,061	1,054	1,915	2,290	1,289	827
DOT	137	68	114	95	74	64	70	73
Engineering	5	1	7	2	3	3	3	4
Finance	55	2	4	2	2	1	1	3
Human Resources	13	0	0	0	0	0	0	0
Other	16	8	9	9	4	5	13	8
Planning	6	0	3	5	4	0	3	1
Property & Facilities Management	15	6	4	6	4	5	5	7
Public Safety	2	1	2	0	0	1	0	1
Recreation & Parks	26	5	4	20	1	3	9	4
Sanitation	372	354	522	340	358	333	295	341
Unknown	67	48	85	54	59	45	67	62
Ward Totals:	2,930	2,236	2,933	1,648	2,507	2,847	1,807	1,373